



Green Management and Sustainability

Corporate Social Responsibility (CSR)

A successful hotel has a pivotal role in the community and we are pleased to accept such a responsibility, developing and promoting good practice as a way of life. CSR is a fixed agenda item on the Operations Manager's weekly meetings on Wednesdays, expenditure is considered and decisions ratified by the Managing Director on the following Mondays.

Our success is recognised daily by the people we affect - our customers, suppliers, staff and neighbours. And by working in close partnership with the Green Tourism Business scheme, we are proud to have received national recognition for these efforts.

In 2010 Blunston House Hotel was shortlisted for both The Green Business of the year award Catey (equivalent to the hotel Oscar's) and the Considerate Hotel of the year award.

Community

We are a family business that is part of our community; many customers are local to the hotel which employs 165 people, some with decades of loyal service. Four generations of one family have worked at the hotel together.

We support local schools through donations for fund raising & work experience programmes for students. Good training and personnel policies have resulted in people progressing from raw trainees to senior positions and then being instrumental in the hotel climbing through the ranks to earn and sustain its coveted four star and gold award status.

Community Service clubs such as Rotary International, Round Table, Lions and Probus have made the hotel their local HQ, enjoying preferential and in many cases complimentary use of the facilities. The hotel's active support has helped these organisations function effectively and to raise large sums for charity. Lower charges are available for charitable events and dozens of 'dinners for two' and 'days in the leisure club' are given for prize draws.

Environment

We are committed to maximising the positive and minimising the negative impacts of the hotel's operation on the environment. The grounds & golf course continue to operate nature friendly policies; we maintain a section of public footpath, wild grassland areas and in excess of 40 bird nest boxes.

Large areas of grass lawn are mown but left untreated for 'weeds' and now regularly attract feeding green woodpeckers & finches. Our single buzzard has paired and is successfully nesting in close proximity to the grounds, both birds can be frequently seen hunting over the golf course. 20,000 garden plants were grown in our own greenhouses from seed & plugs this year, used to populate the hotel gardens and road verges near the property. We convert used cooking oil into bio-fuel which is used instead of diesel for the golf course mowers, tractor and the maintenance van.

Reducing energy consumption, directly and indirectly, is a major objective. With support from consultants and the Carbon Trust, since 2007 we have replaced boilers, valves, thermostats, light fittings, televisions and air conditioning plant, spending in excess of £200,000 on energy efficient fixtures.

Compact fluorescent and LED lighting is extensively used and a computer based building management system controls the climate in areas of the hotel.

In 2011 we have invested £189,000 updating our on-site laundry. By replacing our older machines with state of the art ultra efficient equipment we have reduced our laundry's water and power consumption by almost 40% - savings in addition to the tonnes of carbon already saved by eliminating the need for heavy linen delivery vehicles.

We have recently contracted Chargemaster to install electric car charging points, one of the first hotels in the country to participate in such a scheme. Once in place these chargers will be completely free of charge for our customers to use, affirming our commitment to the development of "greener" transport infrastructure.

This programme is ongoing – over the course of 2010 we have continued to reduced and revise our gas and electricity usage. By actively managing our utilities cost we will reduce them by a further 22% between now and 2013.

Our green operations are not the product of large, expensive sweeping projects alone in fact quite the opposite – the majority of our efforts are achieved through carefully micro-management of everyday activities – turning off lights & equipment, re-cycling bottles, plastic, cans, paper, cooking oil, waste compaction along with bulk purchasing ethically sound, locally sourced goods whenever possible – these steps all add up.

Reviews and suggestions

We are "hands-on" and welcome positive suggestions; a customer feedback form is available from reception – any feedback is welcome. We recognise that many of our staff and customers identify with the ethos of our business and this inspires progression whenever a realistic opportunity presents itself.

Reviewed June 2011